

Enterprise Incident Report November 2011

As of 12/5/2011

Governor's Office

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	Low	FCR Total
Governor's Office	17 9	17 9
Customer Company Total	17 9	17 9

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	MIR Total
Governor's Office	17 1	17 1
Customer Company Total	17 1	17 1

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	Low	ATTIR Total
Governor's Office	17 0.28	17 0.28
Customer Company Total	17 0.28	17 0.28

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	MR Total
Governor's Office	17 0	17 0
Customer Company Total	17 0	17 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents
Bottom Number - Average time in hours

Customer Company	Low	ATTR Total
Governor's Office	17 0.98	17 0.98
Customer Company Total	17 0.98	17 0.98

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Detail

INC000000401698	Alan Matheson Jr. Help Desk	Mobile Devices Eileen Dubach	None Governor's Office	BlackBerry Configuration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 0.33
INC000000408778	Gary Scheller Capitol Desktop Support	None Chad Poll	None Governor's Office	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409815	Cheralyn Anderson Metro B Desktop Support	Application Bill Crowther	None Governor's Office	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 1.64
INC000000411487	Clair Webster Voice Operations	Telecom Romanza Hamblin	Voice Mail Governor's Office	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.42 2.00
INC000000413929	Patsy Buchi Capitol Desktop Support	None Chad Poll	None Governor's Office	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000413932	Reg Garff Capitol Desktop Support	None Chad Poll	None Governor's Office	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000414055	David Stringfellow Application Services	None Dustin Crump	None Governor's Office	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000414273	Ned Searle Voice Operations	Telecom Romanza Hamblin	Voice Mail Governor's Office	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.23
INC000000416727	Brandon Malman Metro B Desktop Support	None Bill Crowther	None Governor's Office	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.54 5.70
INC000000417431	Reg Garff Capitol Desktop Support	None Chad Poll	None Governor's Office	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417446	John Nowoslawski Metro B Desktop Support	Application Michael Barth	None Governor's Office	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.42 2.13
INC000000418388	Noleen Warrick Help Desk	Network Vicky Marrelli	Incident Governor's Office	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000419264	Lena Ward Metro D Help Desk	Network Doug Brown	Error Governor's Office	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.87 0.87
INC000000419399	Chris Tallackson Metro B Help Desk	Network Janet Hongsyvilay	None Governor's Office	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.45 0.52
INC000000420334	Cheralyn Anderson Metro B Help Desk	Application Janet Hongsyvilay	None Governor's Office	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000420372	Kamron Dalton Application Services	Application Tony Larsen	None Governor's Office	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.62 2.04

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INC000000422585	Kamron Dalton	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low Resolved	TTR Missed: No	TTR:	1.08